FAIRFAX COUNTY
PUBLIC SCHOOLS

Department of Financial Services
Office of Procurement Services
8115 Gatehouse Road
Falls Church, Virginia 22042

JUN 2 4 2014

<u>AMENDMENT NO. 1</u>

<u>CONTRACT TITLE</u>: SNAP Point of Sale Systems

<u>CONTRACTOR</u>	<u>SUPPLIER ID</u>	<u>CONTRACT NO.</u>
Heartland Payment Systems/ SL-Tech	1000018399	4400002451
1620 W. Fountainhead Pkwy, suite 501		
Tempe, AZ 85282		

By mutual agreement, contract 4400002451 is amended as follows:

1. The "Technical Support" Section of Attachment 1 is amended to reflect the following price adjustments:

WebSMARTT Central Office License Fee

Base module (required of all districts)

Item	Old Price 41+ Sites	New Price 41+ Sites	Percentage Increase
Base Module	$749.25	$786.71	5%
WebSMARTT Server	No charge	No charge	N/A

POS and Accountability

Item	Old Price 41+ Sites	New Price 41+ Sites	Percentage Increase
POS & Accountability	$749.25	$786.71	5%
Free and Reduced Application Processing	$749.25	$786.71	5%
E-Z App	$1,250	$262.50	N/A

Back of the House

Item	Old Price 41+ Sites	New Price 41+ Sites	Percentage Increase
Ordering and Inventory	$749.25	$786.71	5%
Menu Planning and Production	$749.25	$786.71	5%

Bott 6/24/14

2. Add the following to the Technical Support, Central Office Section:

Nutrikids Menu Planning

Item	Price
NK Menu Planning Annual	$231.00
NK MP Network License Annual per station	$116.00

Technical support shall be provided in accordance with the terms and conditions of the attached Service Level Agreement.

3. Add the following to the Technical Support, Site Section:

Base module (required all districts)

Item	Price
Base Module	$314.21
WebSMARTT School client	$46.46

POS and Accountability

Item	Price
POS & Accountability	$77.76

Back of the House

Item	Price
Ordering and Inventory	$77.76
Menu Planning and Production	$77.76

Technical support shall be provided in accordance with the terms and conditions of the attached Service Level Agreement.

All other pricing, terms and conditions remain unchanged.

ACCEPTANCE:

BY: _____   6-23-14
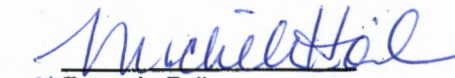   (Signature)   (Date)

_____Jerry Roberts_____   Executive Director
             (Printed)   (Title)

for Roger L. Ball
Director

RLB/dgl

DISTRIBUTION:
FCPS – Procurement Services
          Food and Nutrition Services/Greg Rupert
Contractor

SLA Summary – Premium Support

Support Channels & Hours of Service

Channel	Support Information	Hours of Service
Dedicated Account Specialist Support	☎: 800-494-0023 ✉: Submit a case via Compass Support Portal (sl-tech.net/compass_login/index.html) *Backup Account Specialist Support (in the event your Account Specialist is unavailable) may be reached via Compass, which is monitored by all Account Specialists, or the Account Specialist phone line.*	Monday to Friday 8 AM – 5 PM EST
Hardware & Software Support	☎: 800-748-9631 ✉: Submit a case via Compass Support Portal (sl-tech.net/compass_login/index.html)	Monday to Friday 7AM – 7PM EST
Hardware & Software Support	☎: 800-724-9853 Email: help@nutrikids.com Remote Support: https://heartlandschools.webex.com	Monday to Thursday 7AM – 7PM EST Friday 7AM – 6PM EST
MyLunchMoney District Administrators	☎: 800-423-2113 + Option 9 + District ID ✉: Submit a case via Compass Support Portal (sl-tech.net/compass_login/index.html) OR email MyLunchMoneyAdmin@MyLunchMoney.com	Monday to Friday 7AM – 7PM EST
MyLunchMoney Parents	☎: 800-479-3531 ✉: MyLunchMoney@MyLunchMoney.com	Monday to Friday 8AM – 5PM EST
After Hours Support	*For Severity 1 incidents that occur after hours, please open cases using the Compass Support Portal. We monitor the email queue with an on-call person and will respond back to you.*	

We strive to keep clients on hold no longer than 7 minutes during the non-peak season (October-June) and no longer than 30 minutes during peak season (July-September). You can expect voice mail and email messages to any Heartland School Solutions employee will be returned within one business day or two days within peak season. In order to better serve our clients' needs, Heartland may, from time to time, adjust the hours of support.

Services Included
- Customer Service Portal
- User Documentation
- Knowledge Base
- PC Remote Support
- Testing Lab
- Query Lab
- New Product Releases & Service Packs

Supported Products
All software products licensed by Heartland School Solutions to the school district.

Hardware Product Warranties

All hardware products manufactured by Heartland School Solutions (e.g., POS terminals, pin pads) are covered for a period of one-year from the date of purchase OR as specified in the hardware annual maintenance plan.

Hardware products not manufactured by Heartland School Solutions such as touch screen terminals, barcode scanners are covered by the manufacturer's warranty OR as specified in the hardware annual maintenance plan.

Severity Levels

Severity	Description	Response Time
Severity 1 *Critical Service Impact*	Issue critically affects the primary business service, major application, or mission critical system. We will work with district IT outside of business hours to resolve critical issues. Some examples of a Severity 1 issues are: • Business service is not operational • Production system crashes • Data integrity at risk • POS is non-operational • Cashier terminals are non-operational	Within 2 hours of reported incident
Severity 2 *Significant Service or Implementation Impact*	The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available. Some examples of Severity 2 issues are: • Production backup and recovery operations fail • Reports give error message • Student import failed	Within 4 hours of reported incident
Severity 3 *Moderate Service Impact*	The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround. Some examples of Severity 3 issues are: • POS is operational at School but replication is not working.	Within 1 business day of reported incident
Severity 4 *No Service Impact*	Non-critical issues, general questions, enhancement requests, or documentation issues	Within 3 business days of reported incident

Resolution Process & Response Times

All attempts will be made to solve the client issue during the call, and we strive to resolve these issues as quickly as possible. Some issues may require follow-up assistance with subject matter experts.

Each contact follows a defined escalation path. In each instance, the support representative answers the phone, assigns a case number, and assesses the problem. The case will be resolved with one of three outcomes:

1. Problem solved by the representative.
2. Representative provides product documentation to assist customer in solving the problem.
3. Representative assigns the case and escalates to a subject matter expert if unable to resolve the issue.

How Can You Help?

Our customers often ask us how they can make the support process run more smoothly. We can deliver more effective support faster if you regularly do the following:

- Make periodic backup copies of information (e.g., software, databases, custom programs/reports) contained on the storage media to protect the contents and as a precautionary measure for disaster recovery.
- Read and understand product documentation.
- Provide access to district IT resources with adequate security credentials to networks and servers.
- Provide remote access to servers and PCs via connection tools such as WebEx.
- Follow proper change control processes and monitor/maintain the systems regularly.

Scope of Services – Premium Level

Service Area	Included	Additional Billable
Hardware	- Advise on system hardware requirements - Advise on Point of Sale setup - Repair hardware products under warranty - Remote setup of new Point of Sale terminals - Troubleshoot Point of Sale terminals remotely	- Onsite hardware setup & troubleshooting - Onsite hardware assessment
Software Releases & Upgrades	- Provide new software releases, documentation - Advise on software upgrades, new school installations, student information system changes, and SQL Server clustering - Troubleshoot software upgrades and new release implementations - Assist with new feature awareness - Recommend network requirements and compatibility - Remote installations - Resolve issues resulting from an incomplete EOY/SOY conducted by the district without our assistance - Recovery of failed self-installation & upgrades	Onsite installations
Imports & Exports	- Provide documentation and utilities to the client, including specifications, scripts, and troubleshooting guides - Advise when custom routines are needed, impact of client changes - Troubleshoot import and export failures - Comprehensively review import/export data integrity issues - Modify standard import and export scripts to accommodate district-specific requests	- Onsite setup of imports and exports - Onsite services for remediating data integrity issues

Service Area	Included	Additional Billable
Replication Support	• Provide documentation and utilities to the client, including Replication Manager, pairing and subscribing, WS-Security Administration, and "What is Active Directory" documentation • Troubleshoot replication and how to diagnose a problem • Advise on replication best practices • Provide remote dedicated support • Correct replication errors • Remote assistance to set up replication, including creation of subscriptions	• Onsite assistance to set up replication, including creation of subscriptions • Onsite assistance to troubleshoot replication issues
Utilities *Direct Certification Wizard, Task Scheduler, other utilities*	• Provide documentation and utilities • Troubleshoot errors within respective utilities • Execute DC import • Troubleshoot and correct data integrity issues • Configure windows task scheduler and underlying processes • Modify custom utilities to make district-specific changes •	• Onsite assistance with Included Services
Report Information	• Guide clients to report locations within the software • Advise on custom reports • Interpret report results • Troubleshoot report error messages • Provide reconciliation assistance • Consult on software customizations • Implement customized reports	• Onsite assistance with Included Services
Database	• Provide documentation and utilities to assist with database management • Help identify database related errors, including missing, corrupt or invalid data • Advise on corrective actions, running simple queries, running database utilities • Execute corrective actions • Create custom SQL queries • Remote assistance with Database recovery in case of data corruption	• Onsite assistance with Included Services

Service Area	Included	Additional Billable
End of Year & Start of Year Support	• Provide documentation and utilities to the client • Identify data corruptions • Provide dedicated support for remote EOY/ SOY • Troubleshoot and correct data corruption • Perform database disaster recovery • Resolve balance or production issues resulting from an incomplete EOY/SOY conducted by the district without our assistance	• Onsite assistance with Included Services
Professional Services	• Our team will provide documentation and utilities to the client • Provide server analysis • Set up alt site or combo-site schools • Set up a lab, establish replication, POS Loads, and restore client databases	• Remotely install all software, including SQL, new sites, and new modules; pair all sites • Provide remote & onsite training • Remotely configure Point of Sale hardware • Onsite assistance with Included Services
Network Permissions	• Provide Active Directory best practices documentation • Diagnose and troubleshoot permission issues • Consult with client and client's IT department to determine root cause and corrective action •	• Onsite assistance with Included Services
Custom Work	• Advise on customer work requests, issue case number and transfer to Custom Work group • Gather requirements for custom work development • Provide guidance & assistance in deployment and testing of custom work	• Development, testing and implementation of custom reports and work
Training	• Access to quarterly product webinars • Provide dedicated remote training • Establish a client training lab and training plan	• Deliver comprehensive training at the National User Training Conference

Please note that our support team will advise you on services that are not listed here. We will clearly communicate in advance if the services are billable and the associated costs.

Products that are in beta testing phase are not covered by this SLA.